Province: Municipality(Code) - Schedule of Service Delivery Standards Table XX	
Description	
Standard	**Service Level**
Solid Waste Removal	
Premise based removal (Residential Frequency)	Weekly
Premise based removal (Business Frequency)	Weekly
Bulk Removal (Frequency)	Per request and payment of applicant
Removal Bags provided(Yes/No)	No
Garden refuse removal Included (Yes/No)	Per request and payment of applicant
Street Cleaning Frequency in CBD	Daily (Monday to Saturdays)
Street Cleaning Frequency in areas excluding CBD	Daily Monday to Friday
How soon are public areas cleaned after events (24hours/48hours/longer)	48 Hours
Clearing of illegal dumping (24hours/48hours/longer)	Longer
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	Yes
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	Blue drop
Is free water available to all? (All/only to the indigent consumers)	indigent
Frequency of meter reading? (per month, per year)	monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 to 6 months, depends when faulty meters are attended to
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	24 hours
Up to 5 service connection affected (number of hours)	24 hours
Up to 20 service connection affected (number of hours)	48 hours
Feeder pipe larger than 800mm (number of hours)	48 hours
What is the average minimum water flow in your municipality?	15-25 meters (pressure)
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty water meters? (days)	1 day
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No (Municipality has water steel pipes as part of infrasture)
Electricity Service	
What is your electricity availability percentage on average per month? 100%	98%
Do your municipality have a ripple control in place that is operational? (Yes/~~No~~)	Yes
How much do you estimate is the cost saving in utilizing the ripple control system?	Demand reduction
What is the frequency of meters being read? (per month, per year)	Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	6 months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	immediately
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty meters? (days)	24 hours
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Bad (Vending reports are not timeously)
How soon does the municipality provide a quotation to a customer upon a written request? (days)	14 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	14 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	14 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	20 days
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Daily Sebokeng and Leeuwkuil overloaded
To what extend do you subsidize your indigent consumers?	
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	48 hours
Sewer blocked pipes: Large pipes? (Hours)	48 hours
Sewer blocked pipes: Small pipes? (Hours)	3-6 hours
Spillage clean-up? (hours)	2 hours
Replacement of manhole covers? (Hours)	24 hours
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	2hrs/ depending on the size of the pothole
Time taken to repair a single pothole on a minor road? (Hours)	1hr20min
Time taken to repair a road following an open trench service crossing? (Hours)	5hrs
Time taken to repair walkways? (Hours)	7hrs / on 60m long and 1.5m wide
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	
Do you have any special rating properties? (Yes/No)	
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increase
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	No
How long does it take for an Tax/Invoice to be paid from the date it has been received?	143 days
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	
Administration	

Reaction time on enquiries and requests?	24 hours
Time to respond to a verbal customer enquiry or request? (working days)	24 hoiurs
Time to respond to a written customer enquiry or request? (working days)	24 hours
Time to resolve a customer enquiry or request? (working days)	Depending on the legal process.(24 hours to several months with court cases).
What percentage of calls are not answered? (5%,10% or more)	<5%
How long does it take to respond to voice mails? (hours)	We use text messages
Does the municipality have control over locked enquiries? (Yes/No)	Yes. (follow-up system in place).
Is there a reduction in the number of complaints or not? (Yes/No)	No
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	District function
How long does it take to renew a vehicle license? (minutes)	District function
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	District function
How long does it take to de-register a vehicle? (minutes)	District function
How long does it take to renew a drivers license? (minutes)	District function
What is the average reaction time of the fire service to an incident? (minutes)	2 minutes departure from fire station. <20minutes to arrive at scene.
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	EMS provincialised
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	EMS provincialised
Economic development	
How many economic development projects does the municipality drive?	8: Sebokeng CBD, Vanderbijlpark CBD, Vereeniging CBD, Zone 10, Agripark, Rietkuil Agripark, Willian Nicol Road, Mobile Abbatoir, Vaal Logistical Hub
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	7: (1) Regional sewer scheme (2) Vaal Logistic Hub (3) Sebokeng CBD Redevelopment including Moshweshwe Corridor 4) Vereeniging CBD Redevelopment 5) Vanderbijlpark CBD Development (6)Rivercity " Newcity" Development (7) William Nicol Road linking Vaal Mall Prescint with Bophelong/Bonane Townships
What percentage of the projects have created sustainable job security?	Most projects are at feasibility stage and have not yet created jobs, except for part of Regional Sewer Scheme which is manage by Rand Water on behalf of National Department of Waer Affairs
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes. (1) Urban Development Zone Tax Incentive for Vereeniging CBD Renewal Initiative
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Yes
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes